



Management Response to Parking Administration Program Audit

Monday, June 6, 2011

Gail R. Granewich, City Treasurer
DeeDee Alari, Revenue Collections Manager

Summary

- Agree with all 13 recommendations
- Eleven (11) recommendations directed to Office of the City Treasurer
- Two (2) recommendations directed to the Storm Water Division of the Transportation Department, Police Department and the Economic Development Division of City Planning & Community Investment Department



Management Response to Parking Audit

Recommendations #1, 2, 3 & 4 – system programming omission resulted in \$2.9 million in unpaid citations not referred to the Delinquent Accounts Program in a timely manner

- Immediate action taken
- All citations have been referred and collection efforts are in progress
- Parking violators well aware of their debt to the City – **noticed three (3) times**



Management Response to Parking Audit

- 34,344 delinquent parking citations represent 2% of total parking citations processed between 2007-2010, or 1,692,998 citations
- Estimate \$1.5 million of the \$2.9 million will be collected
- Recovery estimate based on age of accounts and historical collection rates
- As of June 2, 2011 – \$208,596 already collected



Management Response to Parking Audit

- Recommendation #5** – Distribution of citation revenue not performed in a timely manner
- Parking Administration developing a process to distribute citation revenue on a monthly basis and working with system vendor to redesign distribution reports
 - Distribution should be current by end of June



Management Response to Parking Audit

Recommendation #6 & 10 – Use of hand written citations cause delays and most errors. The process is not standardized amongst issuing agencies

- Handwritten citations make up approximately 9% of total citations issued



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- A Rejected Citation program has been implemented and citations are reviewed daily; this has greatly reduced citations with errors from entering the parking system
- Agree to standardize processing of manual citations for City and non-City enforcement agencies



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- Recommendations #7 & 8 – Payment and appeal due dates are more lenient than State**
- City allows 30 days from citation issuance or 21 days from date notice mailed
 - State allows 21 days from citation issuance or 14 days from date notice mailed
 - City Treasurer agrees to modify timeline to match State and develop performance metrics for appeals staff

A panoramic view of the San Diego skyline, including the San Diego-Coronado Bridge and various skyscrapers, set against a clear blue sky and the city's harbor.

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Recommendation #9 (Storm Water and Police)

Process narratives will be drafted for the issuance, voidance, record keeping and referrals of parking citations



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Recommendation #11 – City Treasurer agrees to establish a comprehensive Operations Manual containing the policies, procedures, training materials and other resources for the Parking Administration Program



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Recommendation #12 (Economic Development)

- In collaboration with the Community Parking Districts, a replacement schedule will be developed for the City's parking meters



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Recommendation #13 – City Treasurer agrees to develop an internal process for periodic review of parking related legislation to assist in identifying changes to State surcharges on parking citations



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Questions?